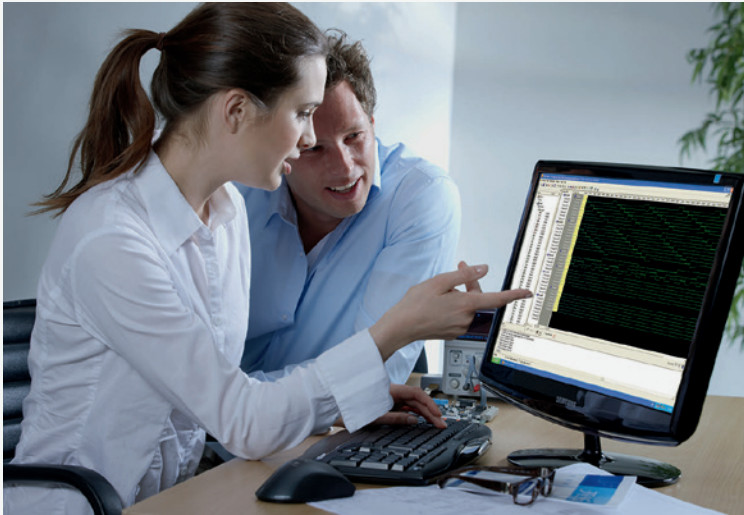


# JTAG Maintenance & Support Services

Consultancy, Development, Implementation



## Principal Services Available

- Boundary-Scan Seminars and Training
- Free On-line Webinar Programme
- Design and Process Consulting
- Design for Test (DfT) Reviews
- Contracted Engineering Services
- Maintenance Agreements and Extended Hardware Warranty

Since the early 1990s the engineers at JTAG Technologies have been at the forefront of boundary-scan development with vast experience in both building tools and applications for testing of PCB assemblies and for device in-system programming. The support services group is an integral part of JTAG Technologies that is able to 'tap into' these valuable resources of experience and know-how.

## Seminars and Training

In co-operation with JTAG Technologies, customers can arrange the precise content of their required training or choose from a list of topics such as boundary-scan (IEEE 1149.x) fundamentals, application development, operator's training, factory run-time set-ups, design for test guides, update on (IEEE) standards etc.. Seminars and training courses can be conducted at the customers premises a local neutral facility or at JTAG Technologies local country office (where available).

## Webinars

With time-to-market constraints and other restrictions, engineers are finding it harder than ever to leave their work-station to attend training. JTAG Technologies Webinars offer the solution. Free to attend with a wide range of topics, our webinar series have proved popular the

world over. Check our website at [www.jtag.com/webinars](http://www.jtag.com/webinars) for the latest schedule.

## Contracted Engineering

JTAG Technologies offers a range of engineering services. Call your local sales office for a quotation for:

## System Installation/Commissioning

An engineer will visit your site to get you started with your first application or assist you in a test system integration (ICT, FPT and FT) or stand-alone test commissioning process.

## Ordering Information

- On-site Training Courses - JTAG/OT1 (1 day) - JTAG/OT2 (2 days)
- Design Consultancy - JTAG/Consult
- Design Review Options -
  - JTAG/QReview (quick - free of charge)
  - JTAG/SReview (standard - call for cost)
  - JTAG/EReview (extended-call for cost)
- Application Engineering - JTAG/APPS (call for estimates)
- BSDL verification and generation - JTAG/BSDLVer (call for estimates)

*We are boundary-scan.®*

[www.jtag.com](http://www.jtag.com)

# JTAG MAINTENANCE & SUPPORT SERVICES

Consultancy, Development, Implementation

## Turnkey Application Development

JTAG Technologies offers integrated solutions including test fixtures (with personality cassette options) and 3rd party functional test equipment where required.

## Design Consulting

From board-level and system-level design for test advice, to high-throughput test set-ups, JTAG Technologies have a consulting package to suit you. For prospective customers we offer a 'quick review' at no charge. This will allow us to assess testability and programmability and look out for obvious design issues relating to your JTAG infrastructure and beyond. Full written 'page by page' reports can also be commissioned along with advanced reports that will include suggested use of other test methods to achieve your fault coverage goals.

## Maintenance Agreements

JTAG Technologies software and hardware products are backed-up by subscription contracts as follows.

### Software maintenance and support

Your annual contract includes free software updates (CD or DVD releases) plus interim, downloadable services packs where required. Also included is priority email and telephone support and in some cases 'remote desktop' assistance.

### Extended hardware warranty

JTAG hardware products are warranted for 1 year. Extended warranty is available to ensure continuity of operation and eliminate uncertainties over hardware costs.



Region or Country	Telephone	E-mail
• North America	Toll free - 877 FOR JTAG Western US - 949 454 9040	info@jtag.com
• Europe and Rest of World	+31 (0)40 295 0870	info@jtag.nl
• Finland	+358 (0)9 4730 2670	finland@jtag.com
• Germany	+49 (0)971 6991064	germany@jtag.com
• Sweden	+46 (0)8 754 6200	sweden@jtag.com
• United Kingdom & Ireland	+44 (0)1234 831212	sales@jtag.co.uk
• China, Malaysia, Singapore, Thailand, Taiwan	+86 (021) 5831 1577	info@jtag.com.cn

5000-support-E-1002

© The JTAG Technologies logo and other trademarks designed with the symbol "®" are trademarks of JTAG Technologies registered in Europe and/or other countries. JTAG Technologies reserves the right to change design and specifications without notice.

